

Appendix G. Results from Community Surveys

Survey Distribution

Survey Distribution Locations

Most of the surveys completed in Ashland were through the community center at “English as a Second Language” classes and activities for seniors. In Cherryland, we reached people primarily through Cherryland Elementary School and related events (such as the flea market).

	Distribution Location	Total Surveys Returned	Percent of TOTAL Surveys	Percent of Neighborhood Surveys
Ashland	Mail	3	1%	6%
	Hispanic Health Alliance	4	2%	8%
	Ashland Community Ctr./ESL and Senior Groups	44	19%	84%
	Safe Ashland Meeting	1	1%	2%
	TOTAL	52		100%
Cherryland	Banyan House	10	4%	7%
	Cherryland Elementary	85	37%	60%
	Cherryland BBQ	8	4%	6%
	Cherryland Community Assoc.	2	1%	1%
	Cherryland Flea Market	32	15%	22%
	Walkable Neighborhoods	5	2%	3%
	TOTAL	143		100%
South Hayward	S. Hayward Healthy Start	16	7%	47%
	Eden Youth and Family Center	12	5%	35%
	Tyrell St. Clean Up	6	3%	18%
	TOTAL	34		100%
TOTAL		228	100%	

Survey Language

Community organizations requested surveys in only two languages, Spanish and English. A significant number of surveys were completed in both languages for each neighborhood.

Neighborhood	Language	Percentage
Ashland	English	47%
	Spanish	53%
Cherryland	English	62%
	Spanish	38%
South Hayward	English	32%
	Spanish	68%

Demographics of Survey Respondents

Employment Status of Survey Respondents

In Ashland, most respondents (contacted through the community center) are retired (30%), unemployed (23%), or employed part-time (21%). Compared to actual population data, these groups are overrepresented (i.e., unemployment is actually about five percent), although these population are targeted in this plan. Respondents from our outreach efforts in Cherryland (mostly through the elementary school) are predominantly full-time workers (40%) and parents (17%), and more closely mirror local demographics although the proportion of unemployed persons is significantly higher in the sample (14% percent compared to an actual rate of about five percent). Outreach efforts in South Hayward yielded surveys from part-time workers (27%), parents (27%), and students (23%).

	Ashland	Cherryland	South Hayward
Employed F-T	9%	40%	5%
Employed P-T	21%	13%	27%
Unemployed	23%	14%	14%
Parent	7%	17%	27%
Retired	30%	10%	
Student	9%	2%	23%
Other		2%	5%
<i>Total Responses</i>	<i>43</i>	<i>126</i>	<i>22</i>

Income Range of Survey Respondents

Similarly, respondents' income is consistent with both the neighborhood outreach mechanism and the responses on employment status. The largest portion of respondents from Ashland and South Hayward has a household income of less than \$15,000 per year (36% and 32% respectively). In Cherryland, where more of the survey respondents work full time, the largest group of survey respondents earns slightly more, \$15,000 to \$30,000 per year (30%). In all neighborhoods, most respondents are low-income, which suggest that the surveys reached the lifeline populations targeted in this study.

	Ashland	Cherryland	South Hayward
Under 15K	36%		32%
15-35K	28%	30%	23%
35-50K	10%	12%	5%
50 to 75K		9%	
75 or more		5%	5%
Don't know	26%	18%	23%
<i>Total Reponses</i>	<i>39</i>	<i>119</i>	<i>19</i>

Age Range of Survey Respondents

Respondents from outreach efforts in Ashland were generally seniors, over 62 (35%) or between 30 and 45 years (33%). Respondents from Cherryland and South Hayward were most often between the ages of 30 and 45 years (53% and 41%, respectively). Aside from the higher number of senior respondents in Ashland — due to distribution of the surveys at senior activities at Ashland community center — the age distribution is consistent between the neighborhoods.

	Ashland	Cherryland	South Hayward
18 or under	2%	2%	5%
19-29	20%	24%	27%
30-45	33%	53%	41%
46-61	11%	12%	14%
62 or over	35%	9%	5%
<i>Total Reponses</i>	<i>46</i>	<i>127</i>	<i>20</i>

Survey Respondents with a Disability

	Ashland	Cherryland	South Hayward
No	73%	91%	90%
Yes	27%	9%	10%
<i>Total Reponses</i>	<i>41</i>	<i>126</i>	<i>20</i>

Survey Responses

Access to Services

Ashland

	Very Difficult	Difficult	Somewhat Difficult	Not Difficult	TOTAL
Health Clinic	14%	25%	25%	36%	36
Hospital	16%	28%	22%	34%	32
Supermarket	8%	12%	31%	50%	26
Jobs	12%	24%	29%	35%	17
Parks And Recreation	13%	21%	13%	54%	24
Children To School And Day Care	21%	26%	16%	37%	19

Cherryland

	Very Difficult	Difficult	Somewhat Difficult	Not Difficult	TOTAL
Health Clinic	14%	15%	23%	48%	119
Hospital	17%	13%	19%	50%	115
Supermarket	9%	12%	21%	59%	116
Jobs	17%	19%	15%	50%	107
Parks And Recreation	10%	14%	20%	57%	111
Children To School And Day Care	13%	13%	21%	52%	112

South Hayward

	Very Difficult	Difficult	Somewhat Difficult	Not Difficult	TOTAL
Health Clinic		6%	38%	56%	16
Hospital	12%	6%	18%	65%	17
Supermarket	6%	19%	25%	50%	16
Jobs	33%	7%	27%	33%	15
Parks And Recreation		7%	27%	67%	15
Children To School And Day Care	22%	6%	28%	44%	18

Most Critical Problems

	Ashland		Cherryland		South Hayward	
	Avg. Rating	Total	Avg. Rating	Total	Avg. Rating	Total
Cost Of Transportation	5.96	25	5.21	122	5.21	19
Transfer Transit Systems	3.82	28	4.93	117	4.37	19
Long Access Distances	3.03	30	4.54	108	4.39	18
Travel Time	3.82	28	5.56	113	5.10	20
Frequency Of Service	4.38	29	5.71	104	6.40	20
Bus Shelters	5	27	6.14	112	6.26	19
Speed Of Traffic	4.7	30	5.86	118	4.05	19
Personal Safety	4.37	30	6.39	120	5.37	19
Unsafe Pavement	5.39	31	7.00	118	3.84	19
Shuttle Or Vanpool	3.93	27	5.74	112	6.50	20

Comments from Survey Forms

Comments about AC Transit Service

Ashland

AC is very good. Buses run regularly.	1
AC service is OK.	1
Not early enough	1
Gang members	1
I approve and appreciate #93's current route. Although lack of coordination with majority of buses is sometimes a problem. Try to avoid using ...	1
I work in Castro Valley, need the 80 to run every 15 min.	1
I would like the 82(L) to run every 10 or 15 min between Tree and International streets	1
Improved 93 schedule is useful; drivers are learning how to call stops. More improvement is needed. Drivers should not use cell phones while driving	1
Need buses for 167th Ave., it is very difficult to walk.	1
On the weekends very few buses, need more buses	1
Sometimes we need to bring drinks on the bus and the bus driver is bothered. Going from bus to bus takes a long time	1
Take bus when car is in the shop. Try to avoid rush hour. Take BART for recreational trips.	1
Will use AC transit exclusively when no longer able to drive	1
The buses do not run early or often on weekends, he works and must walk to work.	1

Cherryland

Positive	
AC Transit does a good job	1
For me, it is perfect.	1
Very good	1
Very competent	1
Serves me well	1
Greater frequency	
Need more service	1
The hourly buses need to run every half hour.	1
Sometimes waits more then 30 minutes and is late for work.	1
Need more AC transit service	1
More times/days	
Need more service on weekends.	1
Working 3-11 or 4-12 is almost not an option. Working Sat. and Sun., bus doesn't run early enough.	1
Overall the service is good. The service of weekend is very separated.	1
On-time performance	
They are not very precise in their schedule, it can take up to over an hour for a bus to pass and this is not good.	1
A little unpunctual	1
My opinion is that the buses are always late. I use them infrequently and I get desperate (frustrated) when I am waiting for them. Better to walk.	1
Buses don't run as appropriately as they should. Often early or late.	1
Complaints about drivers	
Some bus drivers have bad attitudes, are not helpful nor understanding.	1
Bus drivers need a better grasp of English.	1
Had a negative experience with a bus driver on the Newark route, he was very racist.	1
Many drivers are very rude. Often they will not stop at bus stops and pick up waiting passengers	1
Sometimes the drivers are not friendly and crude.	
Coverage	
More bus service on Meekland, also put in sidewalk	1
Need more bus lines	1
Need more lines, sidewalks	1
Children-different locations, plus work	1
It would be nice to have additional bus routes.	1
Bus doesn't go to Canyon Rd. in Castro Valley	1
Problems transferring	
Too many connections needed. Doesn't run often enough.	1

Access issues	
Cherryland is lacking bus shelters and trash cans.	1
No sidewalks along Western Ave. to get to bus or BART.	1
Very hard to use for handicapped person	1
Lack of sidewalks	1
Other	
It's my understanding that not many people know their AC Transit rep. Perhaps a yearly public meeting with city and county office holders would help.	1
The service is very good, but the trucks are big for the narrow streets of the school.	1

South Hayward

Sometimes one passes later than the time when one should pass. Sometimes one misses an appointment because you are en route and one should arrive early but doesn't pass.	1
When what it is needed doesn't arrive	1
Bus service on weekends is needed, finishes too early.	1
Do not change 92 route, it's the only one that works right.	1
More routes and more hours would be good.	1
Need bus shelters for weather, especially on route 77.	1
Need to run more frequently	3
Not sufficient time between transfers	1
The drivers talk much on the cell phones and are distracted.	1

Specific names of places that you think need better public transportation access:

Ashland

Medical care/Hospital	9
Eden Hospital and nearby health facilities need bus stop on Mattox from Mission. Same with Lake Chabot.	2
Bancroft Pediatric	1
In order to go to the clinic, I must take 2 buses.	1
To Kaiser in Oakland	1
Recreation park	1
Lake Chabot, Coyote Hills	1
Supermarket	3
Trader Joe's in Redwood Grove on weekends	1

Friend's house in San Jose	1
Must walk to 82 from house	1
Need language assistance	1
On 166th, because there are no sidewalks, it is impossible to walk.	1
Post Office on Santa Clara	1
Provide a class on how to use transit esp. for non-English speakers	2
School	3
Work	3
Transportation for kids to school and day care	2
Ugly streets in the pavement <i>posos</i> .	2

Cherryland

Specific Locations	
A St./ Princeton St.	1
BART	2
Blossom Way	1
Haviland St.	1
Lewelling Ave.	1
Main and Warren (downtown Hayward)	1
Meekland and Blossom	2
Meekland Ave.	2
Mission Blvd.: Carlos Bee to Downtown BART	1
W. Blossom Way/ Meekland to BART	1
Western Blvd. From Hampton Rd. to A St., Hayward	1
Willow Ave. needs a bus line	1
Recreation	1
Garrin Park	1
Movie theaters	1
School and daycare	10
Canyon Middle School in Castro Valley	1
Sunset High School to BART and Hayward High area.	1
To school. Many cars driving and parking dangerously. No sidewalks	1
Services	
EDD office	1
Government Agencies	1
Library	1
Hospital/Medical clinics	12
Kaiser Hospital	1
Positive	

It's OK - good.	1
Until now, it is not difficult for me	1
Public Transportation is good.	1
The airport	1
Work	1
Comments on service	
During the hours of 7:30-9:30 and 4:30-6 it is over crowded.	1
Bus is sometimes early.	1
The bus doesn't pass frequently enough.	1
It is difficult because the bus takes much time in arriving.	1

South Hayward

Boys and Girls Club	1
Harder-Gading-Huntwood-Tennyson area	1
Hospital, work and school	1
No direct bus to Wal-Mart	1
The clinics for my appointments	1
To the doctors	1
To the mall	1
Work	3
Bus service to Chabot School, don't have return transportation	1
Supermarkets	1
Union Landing	1
St. Rose Hospital, Kaiser Health clinic	1
Public Parks and recreation sites	1

Please list any additional transportation issues or problems in your community that we should be aware of for this project.

Ashland

AC Transit	
I think AC Transit is adequate and I know there is senior transportation available when the time comes that I no longer drive.	1
Lost an appointment with doctor because of lack of transportation.	1
More bus routes for mouersa, especially since the 82L?	1
Needs to transfer from 82 to 80 to get to work, needs more transport.	1
For seniors, discount tickets or card	2
Cars driving too fast	
Medford between Mission and Western needs stop signs every block, traffic is very fast and it's dangerous for pedestrians.	1

Need speed bumps to slow down cars	
The cars drive very fast on 167th, need speed bumps.	1
Speed bumps on 167th, cars drive too fast.	1
Speed bumps to slow down the cars	1
Better information	
Need information on other transit schedules and connections and fares.	2
to promote more information for enzenara the parents like educating its children, sobole all moral things as much lack hace in our society	1
Personal safety	
The gang members and dealers	1
Wouldn't walk home from BART (Bayfair) or AC Transit stop (159th top of hill) after dark under any circumstances.	1
Sidewalks	
Flooded gutters and other pavement problems on east side of Mission and Medford, Grove and Mission, Montgomery and Medford	1
Need sidewalks and bathrooms for Liberty Ave.	1
Need sidewalks to walk and ride bicycles on, it is very dangerous for the children	1
The sidewalks	1
The streets are very bumpy.	1
The streets are very ugly.	1
When she takes the bus to school, she is scared because there are no sidewalks on 165th Ave.	1
Other	
Handling classes would be helpful.	1
It is very difficult to deal with.	1

Cherryland

Transit	
I think some kids have to go up to Hayward High School and Winton in this area there should be a bus they could catch from Sunset School to take High School and Junior High School children to school.	1
Not enough bus lines.	1
There is a large gap (several blocks) where there is no access to public transportation for our elderly and disabled residents. Bus service should be within 3-4 blocks of these residents.	1
Transportation is bad for anyone working in the evening, nights or weekends.	1
Quantity of people riding BART during rush hours	1
Bus routes that pick up passengers on the right side the cut across lanes in the same block to make a left hand turn.	1
Benches and shelter from the rain	1
Cost of transportation	
Cost of BART	1

Cars driving too fast	
Cars drive too fast.	1
People drive without regard to pedestrians.	1
Quantity of vehicles on roads	1
The cars on the street of the school drive very fast and double park, blocking the street.	1
Traffic problems around schools.	1
Personal safety	
I'm worried about the security of the children.	1
In front, around sunset, I have seen many people drinking liquor and wine, always when I go to get my children	1
Pay phones at the bus stops are used for drug dealing and loitering.	1
Sidewalks	
Cars park on sidewalks and places for pedestrians	3
Crosswalks near school, no sidewalks on Western for public safety	1
Lack of sidewalks for pedestrians	1
Need more bus lines and sidewalks	1
Need sidewalks, more lights, street lights	1
Need sidewalks, there are many children and the cars drive very fast. Speed limits need to be enforced.	1
Need sidewalks in many of our streets. We walk 2-3 miles a day; it is very difficult.	1
On Princeton St., cars park dangerously, making it difficult and dangerous to walk to school.	1
Please investigate the sidewalks, it is very dangerous.	1
Please put sidewalks on Western Ave, it is very dangerous and the conditions are very bad, especially dangerous for children. Thank you for your time.	1
Sidewalks are needed around Cherryland area in order for pedestrians to get to the bus stops and BART stations safely.	3
Sidewalks for pedestrians	1
Sidewalks to school. Better training for crossing guards.	1
Sidewalks on Western Ave.	1
The cars park in places prohibited or special for pedestrians	1
There are no sidewalks on Western Ave.	1
There are no sidewalks along Western St.	1
To investigate when they are going to regulate the sidewalks.	1
Very important, the pavement is very bad on Western, there are many children on their way to school on this street.	1
We need sidewalks and stop signs in our neighborhood. Also more street lights	1
We need sidewalks for the children and handicapped, something we have been asking for the last 45 years.	1
We need sidewalks to get pedestrians safely to bus stops, BART and schools	1
Western Ave cannot be walked because of lack of sidewalks and the cars.	1

Lack of sidewalks.	1
Mismatch sidewalks cause tripping hazards	1
Sidewalks a big issue due to lack of safety for residents	1
Other	
Handicapped services	1
Taxis should have better service.	1
Transitional housing to have transportation to all buses and BART from Willow Ave. to buses and BART	1
Very hard to access handicapped services	1
Better transportation in general	1
Litter has been an issue in the past	1
Not enough bike lanes	1

South Hayward

Please build more bus stops with shelters.	1
If there are already benches, don't destroy them for shelters.	1
More public transportation to BART stations	1
People drive too fast in school zones.	1
I have children and need service in the morning and security for my family.	1
Need more security, especially around the schools.	1